

A large, stylized graphic of a water drop or wave, composed of several overlapping blue shapes, positioned behind the text "Water Works".

Water Works

December 2023



Main Customer Service Lobby Reopening

Starting Tuesday, January 2, CFPUA customers will again be able to conduct in-person business at CFPUA's administrative building at [235 Government Center Drive](#).

CFPUA staff will no longer be available at the New Hanover County administrative building.

CFPUA's Customer Service lobby at [235 Government Center Drive](#) will be open 8 a.m. to 5 p.m., Mondays through Fridays. The Customer Service lobby will be temporarily located on the second floor while renovations are completed at the building.

Since August, Customer Service has been temporarily operating out of New Hanover County Government Center, following plumbing damage to CFPUA's administrative building.

FIND OUT ABOUT:

[Current Job Opportunities](#)

[Southside Wastewater Plant Replacement](#)

[Sweeney Treatment Enhancements Project](#)



Click the icon above to sign up for news and alerts from CFPUA through [Notify Me](#).

CONTACT US

Customer Service: (910) 332-6550

CFPUA's downtown lobby at 305 Chestnut Street remains open for in-person visits during regular business hours.

Customers may also manage their CFPUA accounts by calling 910-332-6550 and using the Interactive Voice-Response system or online at [CFPUA.org/Online](https://cfpua.org/Online).

Engineering: (910) 332-6560

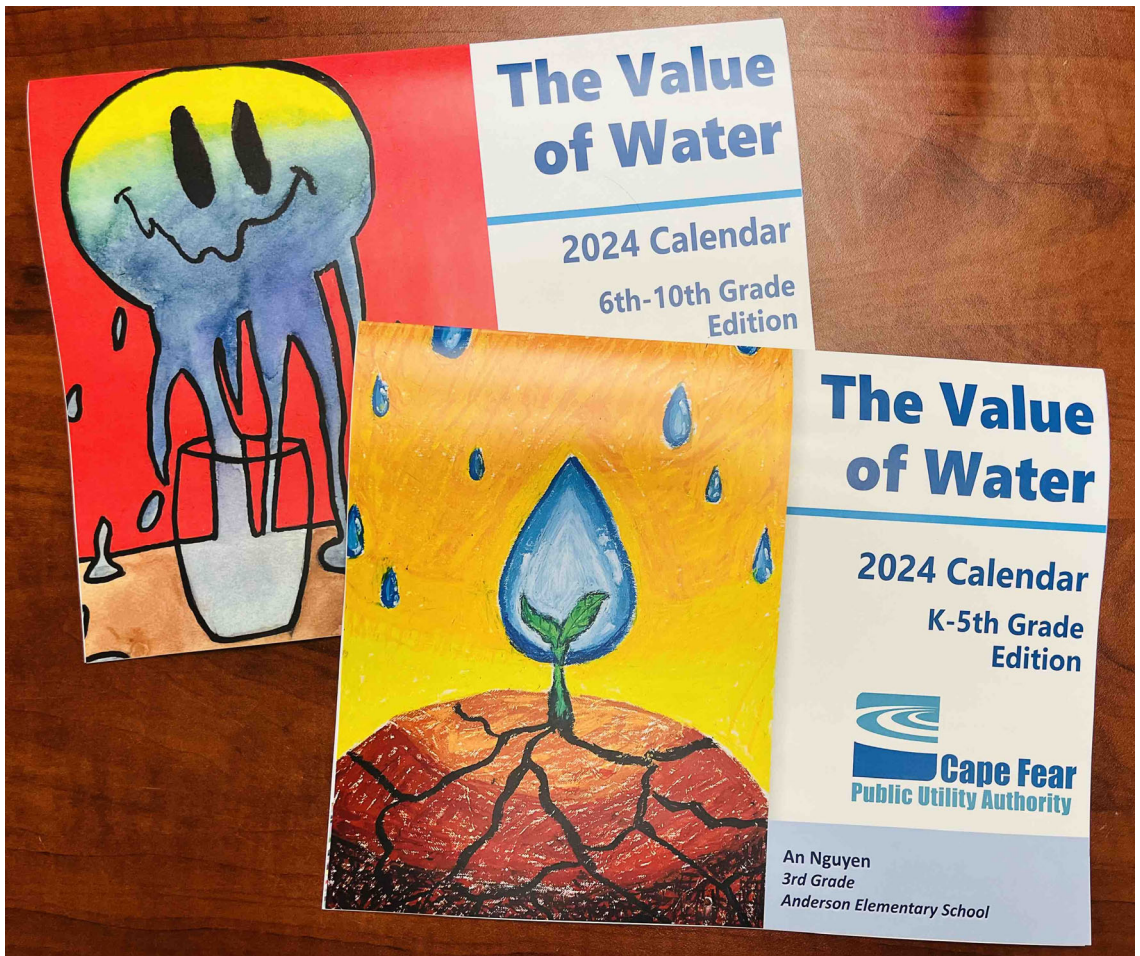
Human Resources: (910) 332-6570

Water Conservation Hotline: (910) 332-6566

Water/Sewer Emergencies: (910) 332-6565

Email: communications@cfpua.org

Value of Water Calendars out now!



Just in time for 2024, CFPUA's Value of Water art calendars are now available!

These calendars, featuring original artworks from local K-12 students, are available for free at CFPUA's Customer Service Centers. Pick one up Monday through Friday, 8 a.m. to 5 p.m., at 305 Chestnut Street or [235 Government Center Drive](#).

You can also print your own by downloading [the digital versions at this link](#).

Year in Review: 5 Highlights from 2023



Major projects, community partnerships, and national recognition were just some of the accomplishments CFPUA staff celebrated this year. [Read more in our 2023 Annual Report](#), or check out the highlights below:

Excellence in Management Award: We were honored to be recognized this year by the National Association of Clean Water Agencies' (NACWA) Excellence in Management Program. CFPUA earned a Gold Recognition for our work meeting and exceeding the highest standards of the water and wastewater industry.

Teaming up with New Hanover County: CFPUA and New Hanover County have partnered on several programs to extend water service to unserved parts of our community, including those dealing with PFAS contamination in private groundwater wells.

This effort kicked off in 2023 with construction of a community water station in the Rockhill Road community near Castle Hayne. CFPUA and the County also launched a pilot program to connect eligible Rockhill properties to CFPUA water. Staff is reviewing long-term options for extending water and sewer services to more parts of our community.

Southside Replacement Begins: The biggest capital project in CFPUA's history, replacement of the Southside Wastewater Treatment Plant, took its first steps in 2023. The full plant replacement is scheduled to be completed by 2030, with construction costs estimated at \$240 million. Follow our progress at [CFPUA.org/Southside](https://cfpu.org/Southside).

Customer Satisfaction Survey: This summer, CFPUA conducted its first customer satisfaction survey, providing quantitative, detailed data on customers' experiences with staff, our community's priorities for water and sewer service, and opportunities for growth across the organization.

Progress on Major Projects: This year we replaced the Greenfield Lake Force

Main, one of the highest-volume sewer mains in our system, running from downtown Wilmington through Sunset Park. The Veterans Park Water Tower was painted, recoated, and had safety improvements installed.

Crews also advanced a pair of projects to increase sewer capacity in fast-growing parts of New Hanover County, with construction beginning on the Northern Regional Pump Station and replacement of the Motts Creek Pump Station nearly complete.

Closed for New Year's

**CFPUA will be closed for business
on Monday, January 1.**

Customers can still manage
their CFPUA accounts online
or through the Interactive
Voice-Response system.



910-332-6550



CFPUA.org

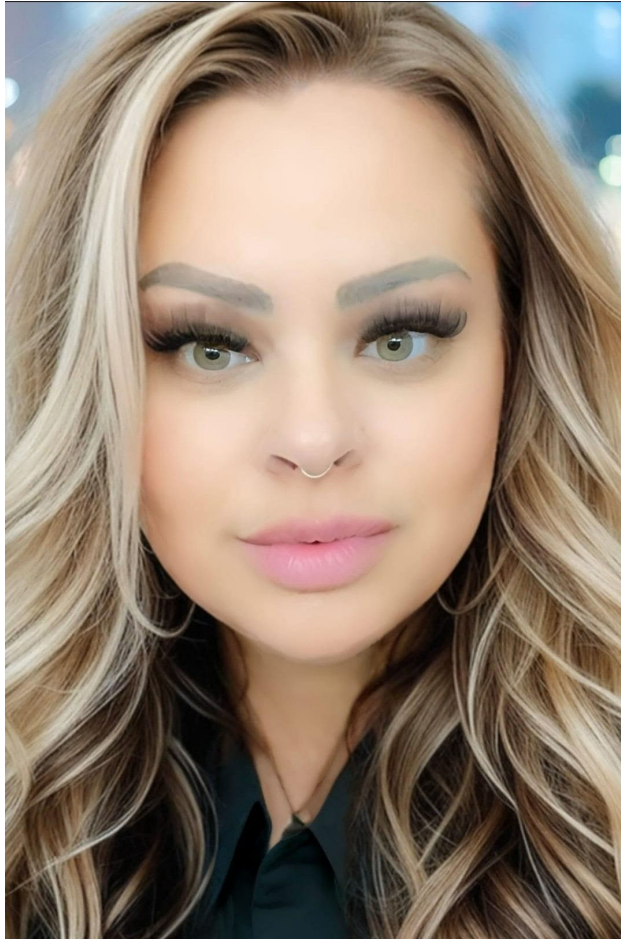


**Report Emergencies:
910-332-6565**



Employee Spotlight

Each month we introduce you to one of the more than 300 employees at CFPUA who work to provide you with the best water and wastewater services.



Casey Lee

Customer Service Advocate

Name: *Casey Lee*

Birthplace: *Wilmington, N.C.*

Department/Division: *Customer Service*

Position: *Customer Service Advocate*

Length of Employment: *2 months*

Briefly describe your typical day at work: *To get my day started I come in and check emails. I handle inbound and outbound calls from our customers, their builders, contractors, and tenants.*

What do you enjoy most about your job: *I am customer-service driven and my position allows me to work directly with many of our customers. My favorite part of my job is being able to resolve issues quickly and make sure customers are educated on CFPUA processes and procedures.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA: *My biggest accomplishment is starting a new career and being enrolled in school, full time, to get my Master's in Business Administration and excelling at both.*

What advice would you give to recent new hires: *Network with other departments; we rely on each other daily.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general: *CFPUA is here to help. We are part of the community and take our responsibility seriously.*

What do you like to do when you're not at work: *When I am not at work, I enjoy spending time with family, especially my 1-year-old grandson.*

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Our mailing address is:
Cape Fear Public Utility Authority
[235 Government Center Dr](#)